



Case Study

Kaushal Pediatric Services Mount Vernon, IL

Allscripts MyWay

PEDIATRIC PHYSICIAN UTILIZES MYWAY TO MAXIMIZE RESOURCES, LAUNCH NEW PRACTICE

Dr. Neeta Kaushal was ready to leave the physician group that she was working with, and go out on her own to start a new pediatric practice. Her husband, Johnny Kaushal—also a physician—was only too happy to help. He helped his wife to build a new facility on land that the couple already owned. And he helped her to set up the infrastructure needed to run a successful practice—including a system to help with critical functions such as practice management, billing and electronic health records.

"When it came to the EHR, my wife knew what she wanted," related Dr. Johnny Kaushal. "We have two small girls, ages 7 and 11. My wife did not want to waste the time driving back and forth to the office when she just needed to accomplish a few tasks. In that same amount of time, she could complete 10 sets of notes and finish her day sooner in order to spend more time with our family."

"The problem was that the EHR system she had used at her old physician practice was very slow. She was frustrated by its performance and it made it very difficult to work from home. We knew the new EHR system must be different."

ALLSCRIPTS MYWAY: THE HOSTED SOLUTION

Allscripts MyWay offers a hosted solution where all servers and other equipment are housed at an Allscripts location. This speeds the time it takes for Dr. Neeta Kaushal's office to get up and running with the system, and it speeds the overall performance for Dr. Kaushal. By using web-based functionality, she can access medical records from anywhere that she can access the Internet, quickly and cost effectively.

"Neeta loves being able to access the system from home in order to wrap up her day and spend more time with our girls," beamed Dr. Johnny Kaushal. "And this system works on her schedule, not the other way around."

ALLSCRIPTS MYWAY: THE CUSTOMIZED APPROACH

"I look at different things. She looks at different things," stated Dr. Johnny Kaushal. "That makes the personal customization of the technology very important." MyWay addresses this requirement by enabling Dr. Neeta Kaushal to create a customized way of working that is unique not only to her specialty, but to her own preferences and style. Dr. Neeta Kaushal places high importance on receiving critical messages regarding a patient's care in a timely manner. That's why she has set up her personal home page to include pop-up alerts from the inter-office messaging system—a technology built directly into MyWay.



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*Dr. Johnny Kaushal, Administrator
Kaushal Pediatric Services*

CUSTOMER PROFILE:

- > Pediatric Practice
- > 1 Physician
- > 3 Full-Time Employees

ROI:

- > Remote access enabled physician to spend more time with her family.
- > Customizable technology empowered the doctor to create a personal library of diagnoses.
- > Average expense of \$3.50 per chart pull (with almost 30 chart pulls per day for a typical practice) avoided through robust EHR.
- > Days in A/R reduced to 15-20 days on average through Allscripts MyWay Claims Management.



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Dr. Neeta Kaushal can also be alerted to any unfinished notes right on her home page. And she has created her own personal library of diagnoses in order to quickly and efficiently identify and treat common conditions. Allscripts MyWay also helps the doctor to stay on top of patient care with health maintenance screens, and it provides ePrescribing functionality to maximize convenience for the patient.

ALLSCRIPTS MYWAY: A SMARTER WAY TO WORK

The employees at Kaushal Pediatric Services are taking advantage of the robust automated capabilities of Allscripts MyWay for daily functions such as appointment scheduling.

"The staff is very happy and a little bit amazed at the system," confided Dr. Johnny Kaushal. "Two of them had never worked with EHR technology before. All three of them now have their own computers, and each one has their own personalized home page, customized to how they prefer to work."

The automated benefits of MyWay go beyond the personal. Allscripts MyWay removes the paper costs normally associated with traditional records. And Allscripts research has shown that a practice such as Kaushal Pediatric Services will average 20 scheduled chart pulls a day under a manual system, with an additional 7 pulls per day for ad hoc requests. This is at an average cost of \$3.50 per chart pull—it is an expense that is 100% eliminated typically within 2 years of making the transition to Allscripts MyWay.

ALLSCRIPTS MYWAY: A BETTER WAY TO PROCESS CLAIMS

Due to the enhanced documentation of Allscripts MyWay, Dr. Johnny Kaushal feels that 95% of billable procedures are now being captured through the automatic prompts present throughout the system. And he definitely sees an improvement in how quickly the practice processes claims. "It's a very neat thing," declared Dr. Johnny Kaushal. "Things go much, much faster. The claims and the receipt response from insurers are very fast. We're now normally receiving payment within 15-20 days."

Dr. Johnny Kaushal summed up the overall value of Allscripts MyWay simply when he proclaimed, "The system is a wonderful system."

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